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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
)  
**McIlwaine, et al.** )  
) Art Unit: **3713**  
Serial No.: **10/602,804** )  
) Confirmation No. **1098**  
Filed: **June 24, 2003** )  
) Examiner: **Le, Karen L.**  
For: **Method and System for Scheduled** )  
**Delivery of Training to Call Center** )  
**Agents** )

INFORMATION DISCLOSURE STATEMENT

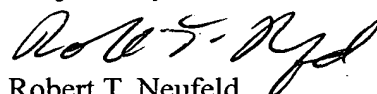
Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

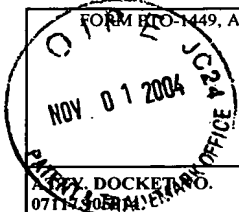
Respectfully submitted,

  
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K&S Docket: 07117.105014  
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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on October 25, 2004.

  
Robert T. Neufeld, Reg. No. 48,394



# **LIST OF INFORMATION DISCLOSED BY APPLICANT**

(Use several sheets if necessary)

DOCKET NO. 07114308AA	SERIAL NO. 10/602,804	FILING DATE June 24, 2003
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APPLICANT McIlwaine et al.	GROUP 3713
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## **U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,100,329	3/31/1992	Deesen et al.			11/27/1990
	AB	6,775,377 B2	8/10/2004	McIlwaine et al.			7/18/2002
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						

## **FOREIGN PATENT DOCUMENTS**

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
	AN					
	AO					

## **OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)**

AP		Affidavit of John McIlwaine dated September 20, 2004
AQ		Star Trainer; Simulation Training for Call Center Agents

EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.